



COVID-19 Preparedness Plan and Policy

Adult Rehabilitative Mental Health Services

Current as of June 29th, 2020

Accra is committed to supporting a safe and healthy workplace for all our employees and clients. Accra has compiled the following information to aid clients and their families in implementing best practices for client's in-home care to mitigate the potential for transmission of COVID-19.

Accra is serious about safety and health and keeping our employees working at Accra. If at any time an employee or client feels unsafe, they should share their concerns with Accra.

This information is available on our website, at accracare.org/coronavirus. A physical copy is available upon request. This COVID-19 Preparedness Plan and Policy will be evaluated, at least quarterly, and if necessary, updated and reposted to our website.

Our COVID-19 Preparedness plan follows Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines, federal OSHA standards related to COVID-19 and Executive Order 20-48, and addresses:

- Hygiene and source controls
- Personal Protective Equipment
- Cleaning and disinfecting
- Arrivals and departures
- Screening and policies for staff exhibiting sign and symptoms of COVID-19
- Screening and policies for service recipients exhibiting signs or symptoms of COVID-19
- Social distancing throughout the day
- Face Covering
- Ventilation
- Communications and training about the plan

Hygiene and Source Controls:

Employees are expected to wash their hands for at least 20 seconds with soap and water. Employees should also encourage their clients to wash their hands when possible. Employees should wash their hands:

- Before and after a session, whether in-home or out-patient, ensure staff and clients/families have access to a place to wash hands
- After using the bathroom
- Before and after providing care to their client
- After blowing their nose, coughing or sneezing
- After touching an animal or animal waste
- After touching high-contact areas, such as door handles, remotes, computer keyboards, cell phones, etc.

If soap and water is not available, employees and clients may use a hand sanitizer that is at least 60% alcohol based. Accra will provide staff with recommended protective supplies, such as facemasks, gloves and disinfectant if there is a need, based on CDC guidelines when in person visits resume.



Cleaning and Disinfecting:

- Accra recommends that clients, employees and families follow MDH and CDC guidance for frequent cleaning and disinfecting of your workspace, especially shared spaces.
<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
- Manage visitors. Only clients/participants/those with business may enter the building at the designated time. Note that our offices are currently closed to the public, so services are provided remotely. We will inform clients prior to reopening.
- Ensure high-touch surfaces such as doorknobs, light switches, stair rails, counters, tables and chairs, phones, keyboards, program equipment and other shared items are regularly cleaned and disinfected.
- Minimize the use of shared supplies (e.g. arts and crafts, office supplies) that cannot be sanitized and consider using designated bins for clean and used items.
- Accra recommends using EPA-registered disinfectants recommended by the CDC:
<https://www.epa.gov/coronavirus>

Arrivals and Departures:

Clients and families should use the Lack of Exposure Certificate provided by Accra as a screening tool for employees at the start of each shift. The CDC also worked with Apple to provide an app for a cell phone that can also be used as a screening tool. It is available at: www.apple.com/covid19.

If an employee is exhibiting any symptoms of COVID-19, they will need to inform their supervisor prior to the start of their work day. Accra recommends that the employee not work, and follow the guidelines in the Return to Work Policy.

After conducting a COVID-19 screening, employees should wash their hands and put on a mask and gloves before they start providing any care. Guidelines for appropriate mask use are available at:
www.accracare.org/coronavirus.

Screening and Policies for employees exhibiting symptoms of COVID-19:

If an employee is showing symptoms of COVID-19 or has come into contact with someone who has tested positive, they are required to contact Accra at 952-935-3515 right away to report their (potential) exposure or test results. Accra has a team that will check in with the employee and client, and provide current MDH and CDC recommendations, as well as information on employee benefits.

If an employee tests positive for COVID-19, Accra will contact the person infected and will conduct a risk assessment and report their answers to MDH. Accra will continue to be in contact with the employee, client and MDH until the employee is able to return to work per CDC guidelines.



Screening and policies for clients exhibiting signs or symptoms of COVID-19:

If a client is showing signs or symptoms of COVID-19 or has come into contact with someone with COVID-19, they should contact Accra at 952-935-3515 to report their (potential) exposure. Accra will conduct a risk assessment screening and will develop a team to check in with the client. Accra will report the information to MDH and will follow MDH's instructions.

The client should also notify their ARMHS staff immediately, and Accra will assist them to reschedule any visits until they have recovered.

Social Distancing:

Social distancing, also called “physical distancing,” means keeping space between yourself and other people outside of your home.

To practice social or physical distancing stay at least 6 feet (about 2 arms’ length) from other people.

If not possible to maintain a distance (such as during transportation situations) have a plan on how to mitigate the spread of the virus in close quarters such as the car. Employees may wish to use disinfectant spray on seats, disinfectant wipes on dashboard, door handles and other interior places both before and after transportation occurs.

For direct care services that require close contact, be sure to use a mask and gloves, with handwashing or use of hand sanitizer before and after care.

Accessing the Community/Transportation:

When assisting the client to access their community or when providing transportation, Accra recommends the following precautions:

- Plan for the use of facemasks when accessing the community or providing transportation.
- Take precautions when using public transportation or taxis when accessing the community.
- Limit the number of people in the vehicle.
- Remind clients to wear a facemask, wash their hands, and follow social distancing guidelines while they are in the community.



Face Coverings:

- Face coverings are an important piece of mitigating the spread of the virus but are only effective if it can stay in place without being pulled on or touched by the person wearing it or others. Within this context, the clients and staff members, should wear face coverings during the workday as much as possible.
- When providing services in the home provide employees with face coverings, gloves, shoe covers and hand sanitizer (Note: Homemade face coverings primarily protect others not yourself)
- When providing services in the office provide employees with face coverings.
- Provide a cloth or towel for employees to cough or sneeze into should the need arise. If a towel is not available, employees should use the inside of their elbow.
- Conduct trainings for appropriate ways to put on and take off PPE and disposal procedures of protective equipment (e.g. new gloves should be put on prior to entering the home and removed after exiting the home) Consider providing infographic sheets of this to employees.
- For in-home or out-patient services ask any client or family member who intends to be in the same room while the session is occurring to wear a face covering.
- Clients are also encouraged to wear face coverings when entering the building for appointments and for the duration of the meeting.
- For groups that are longer in duration (4-5 hours per day) please consider breaking up group times or using a combination of in-person and virtual meetings to accommodate those with difficulty wearing masks for an extended period of time.
- Face covering guidance from the CDC is available here: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

Visitors:

Accra recommends the following safety precautions for visitors in the home:

- Visitors should be screened for COVID-19 symptoms prior to entering the home.
- Provide visitors with hand sanitizer or access to a handwashing area, and facemasks if available.
- Encourage social distancing between client and their visitors.
- Whenever possible, visits should occur outdoors
- Clean and disinfect after each visit.
- Encourage clients to wash their hands after interacting with a visitor.

Ventilation:

- Work to maximize the amount of fresh air being brought in, if air recirculation is limited.
- Take steps to minimize air flow blowing across people.



Communications and Training:

- Accra will provide a copy of this plan to all clients and employees.
- Accra will provide training to all clients and employees on how to follow the plan, ensure they are capable of implementing it, and update them on any changes to the plan.
- The plan must be available to the Commissioner, clients, and other concerned persons upon request.
- The plan must be posted in a prominent place or accessible to staff who need to review it.
- Explain in plain language the parts of the plan relevant to the clients and, as appropriate, parents, guardians, legal representatives, case managers, and residential providers. Provide them with resources to follow the plan.
- For in-home clients, communicate to clients in advance of the visit what the agency and staff will do to protect the client and employees of the agency allowing enough notice for clients and employees time to prepare for additional precautions.
- Consider asking clients if they have any concerns about the upcoming in-person visit.
- Employees with concerns about their employer's COVID-19 Preparedness Plan or questions about their rights should contact MNOSHA Compliance at osha.compliance@state.mn.us, 651-284-5050 or 877-470-6742.